

Whistleblower Program Update

Review of Activities and Initiatives

Presentation to CGOBOC



CITY & COUNTY OF SAN FRANCISCO

Office of the Controller
City Services Auditor

Mark de la Rosa | Dave Jensen

02.27.2023

Authority for the Whistleblower Program

The authority for Whistleblower Program investigations is derived from state and city law:

- California Government Code, Section [53087.6](#)
- San Francisco Charter, [Appendix F](#)
- San Francisco Campaign and Governmental Conduct Code, [Article IV](#)

Matters Appropriate for Investigation

The Whistleblower Program shall investigate or otherwise attempt to resolve reports concerning:

- Misuse of city funds.
- Improper activities by city officers and employees.
- Deficiencies in the quality and delivery of government services.
- Wasteful and inefficient government practices.

Referral of Certain Reports

The Whistleblower Program shall refer reports that:

- Another city department is required by federal, state, or local law to adjudicate through a Charter jurisdiction referral.
- May be resolved through a grievance mechanism established by a bargaining unit or contract.
- Involve violations of criminal law.
- Are subject to an existing investigation.
- Allege violations of governmental ethics laws.

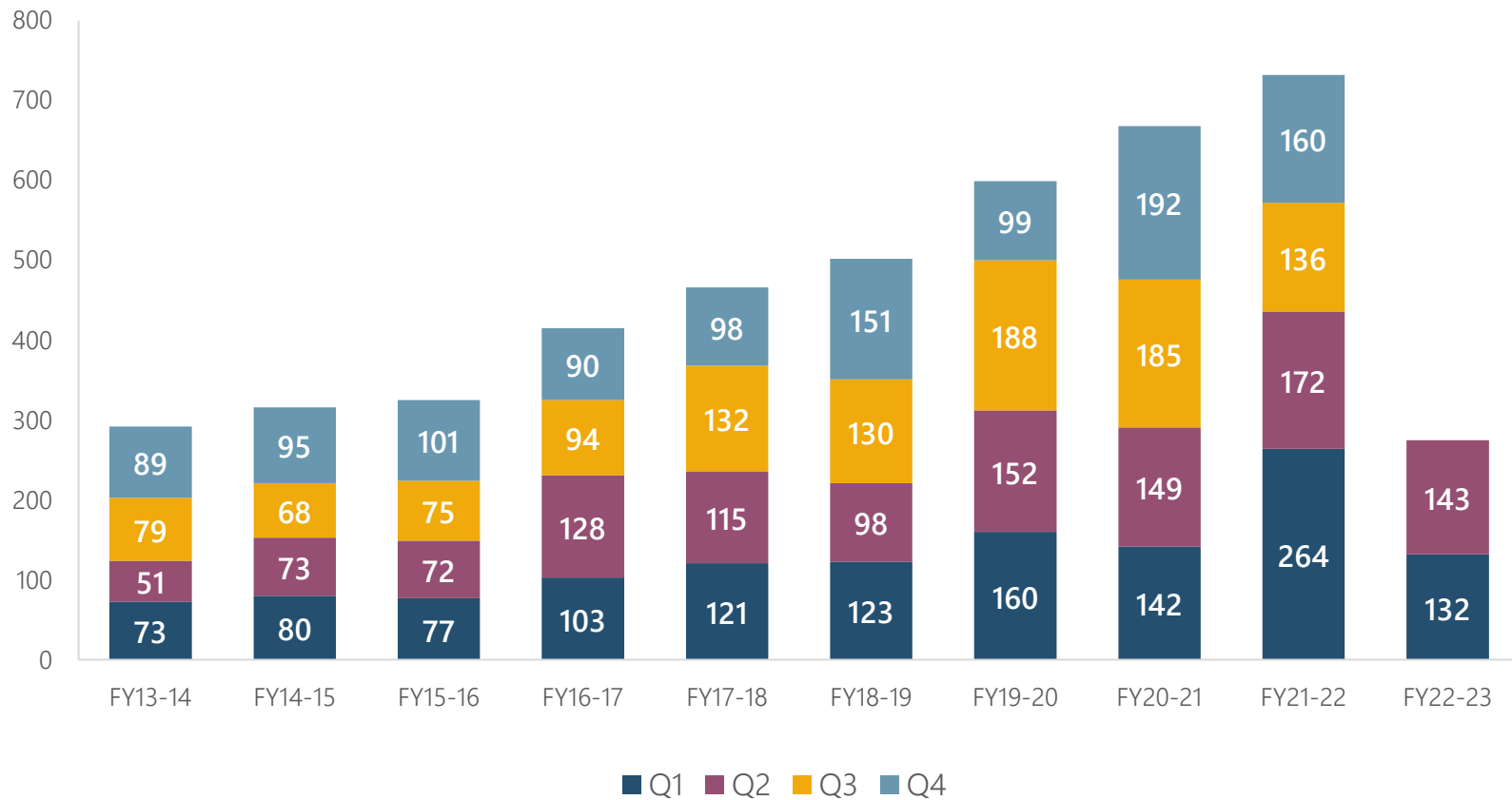
Whistleblower Staff

- Dave Jensen, *Program Manager*
- Eryl Karr, *Audit Manger*
- Steven Muñoz, *Audit Manager*
- Lesli Powers, *Senior Auditor*
- William Zhou, *Senior Auditor*
- Anthony Aldana, *Staff Auditor*
- Eric Elems, *Staff Auditor*
- Lillian Saunders, *SF Fellow*

Whistleblower Program

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Number of Reports Received Since July 1, 2013



Whistleblower Program

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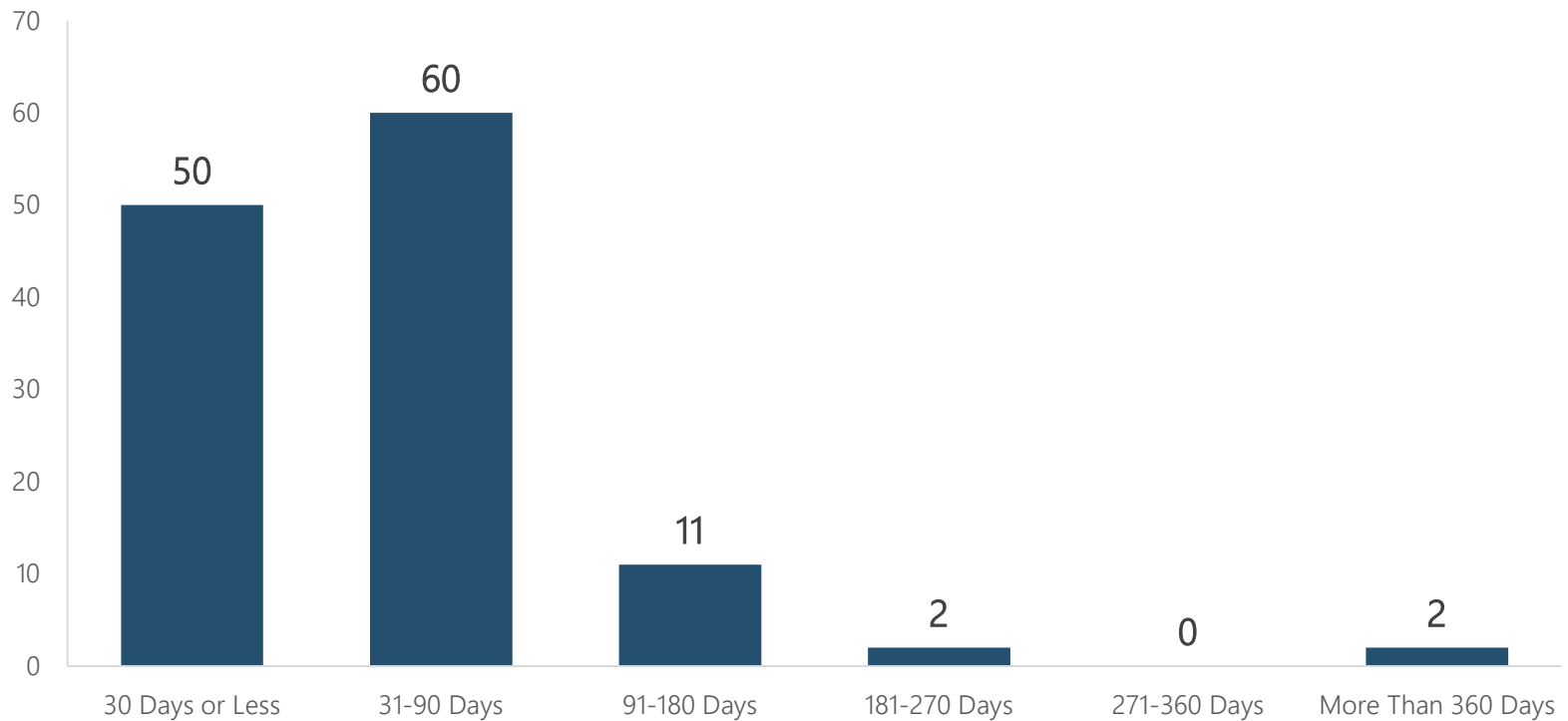
76% of Reports Received in Quarter 2 Came Through the Online Web Form

Channel	Total Number of Reports Filed		Of the Total Number of Reports Filed, the Following Were Filed Anonymously	
 Online	108	76%	78	55%
 Mail	16	11%	15	10%
 Phone	15	10%	10	7%
 E-mail	3	2%	1	1%
Other (Fax and Walk-In)	1	1%	0	0%
Total	143	100%	104	73%

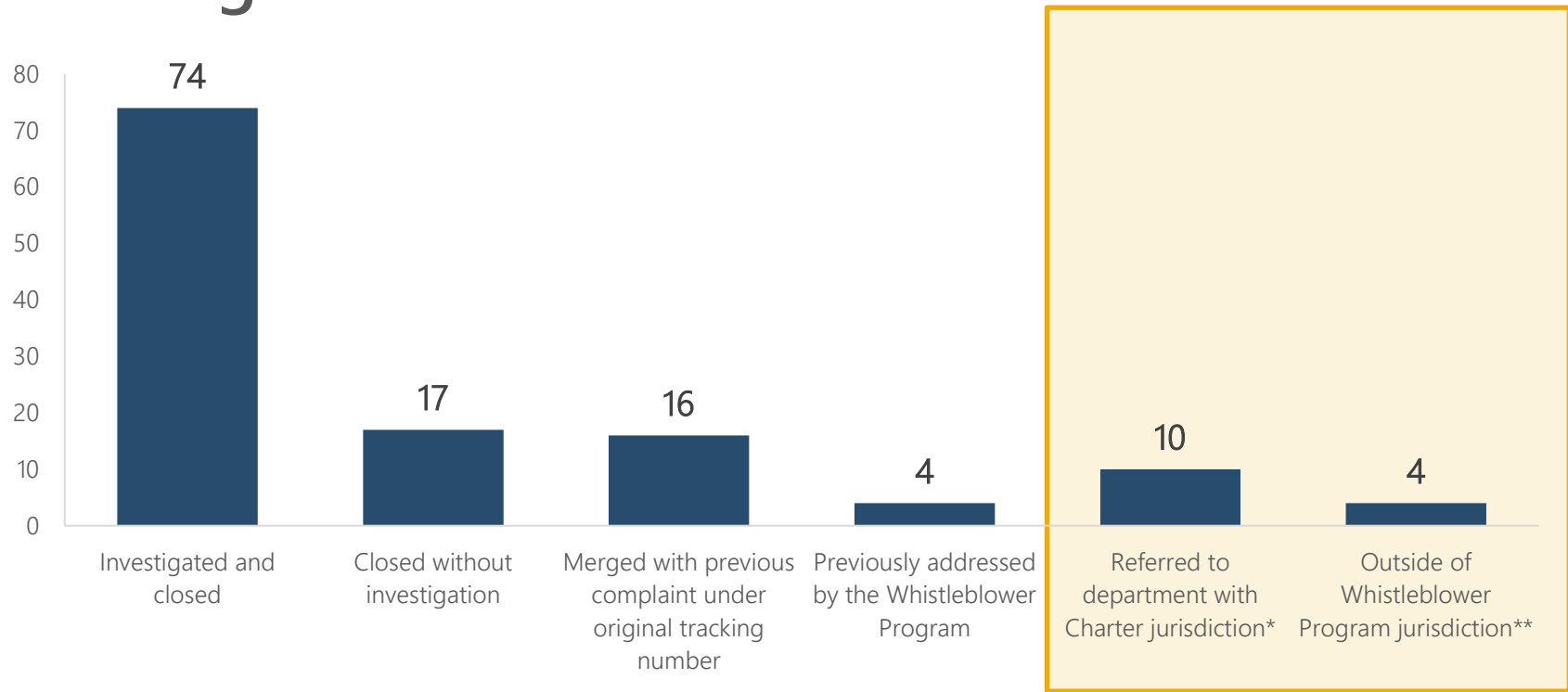
Whistleblower Program

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88% of the 125 Reports Closed in Quarter 2 Were Closed Within 90 Days



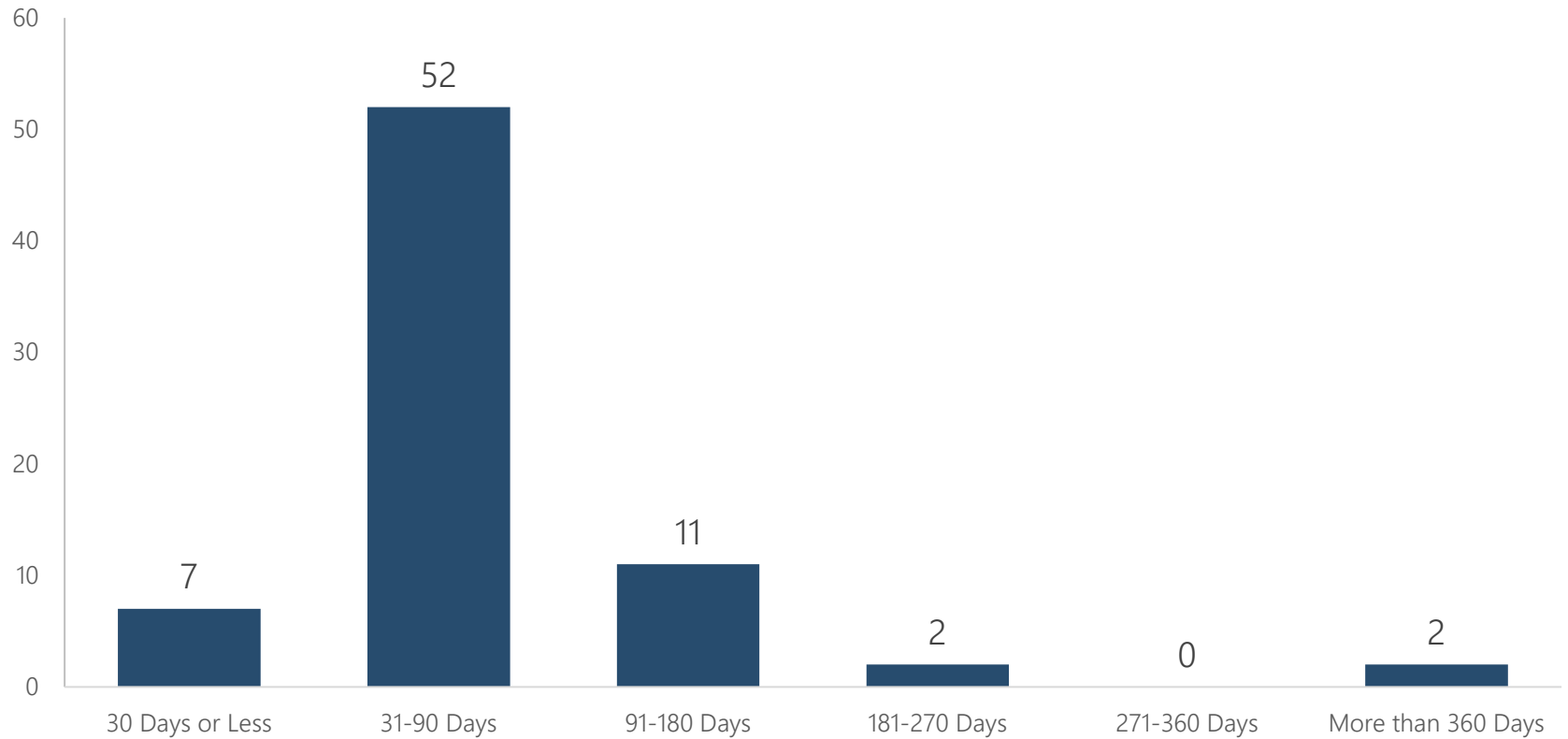
74 of the 125 Reports Closed in Quarter 2 Were Investigated



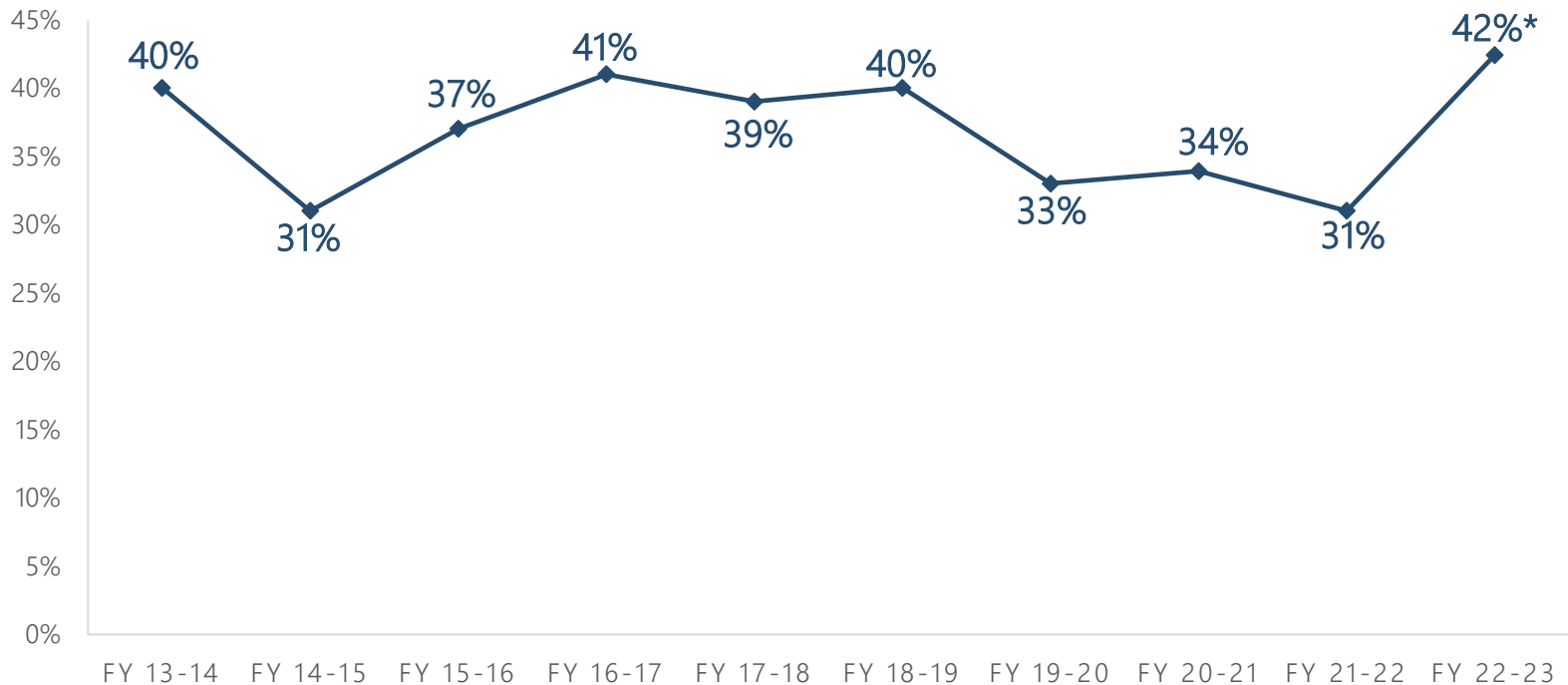
* Another city department is required by federal, state, or local law to adjudicate through a Charter jurisdiction referral.

** Reporter provided information for a matter that falls outside the Whistleblower Program's jurisdiction and is within the jurisdiction of a federal, state, or other noncity government agency or is a suggestion or general report about decisions that are within management's discretion. The Whistleblower Program will advise reporters to file such reports with another fraud hotline program if one is available and appropriate.

79% of Investigations Were Closed Within 90 Days



Percentage of Investigated Reports That Resulted in Corrective or Preventive Action



* Through Quarter 2

Highlights of Fiscal Year 2022-23 Initiatives

- Close 75 percent of reports within 90 days.
- Issue quarterly public reports on status of program activities.
- Conduct annual whistleblower training for all city employees.
- Train department liaisons on conducting investigations.
- Host national webinars to promote leading fraud hotline operational practices and effective investigation techniques.
- Ongoing review of all Whistleblower Program policies, processes, and systems for continuous improvement.

Questions or comments?

Contact us at:

mark.p.delarosa@sfgov.org

dave.a.jensen@sfgov.org

whistleblower@sfgov.org

SPEAK UP
City and County of San Francisco Whistleblower Program

RIGHT TO REPORT **ONLINE:** www.sfcontroller.org/whistleblower
EMAIL: whistleblower@sfgov.org
CALL: 311

Speak up if you see **misconduct, waste, or abuse** in City government. It's your duty and responsibility to report:

- Bribery • Theft of Cash • Conflicts of Interest
- Misuse of City Property • Theft of City Property
- Kickbacks • Bid Rigging • Falsified Expenses

WITHOUT RETALIATION

City officers and employees who file whistleblower complaints with the Controller's Office Whistleblower Program, Ethics Commission, District Attorney, City Attorney, or their own department are protected from retaliation. Protections also apply to City contractors and their employees who file whistleblower complaints with any City supervisor.

KNOW YOUR RIGHTS. If you believe you have experienced whistleblower retaliation, reach out to the **Ethics Commission** as soon as possible (www.sfethics.org or call 415-252-3100). A complaint must be filed within two years of any suspected retaliation.



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